

PICK-UP & DELIVERY POLICY





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TERMS & CONDITIONS

At Sinala Cockapoos, we are committed to ensuring a safe, well-organised, and stress-free transition for every puppy leaving our care. This policy outlines how pick-ups and deliveries are arranged, along with the requirements and responsibilities of the new owner.

Pick-Up Schedule

- Puppies are typically ready to leave at 8 weeks of age, depending on development, weaning, and individual needs.
- Pick-up dates and times will be arranged in advance and confirmed once the final payment has been received.
- We ask buyers to be punctual and respectful of the agreed time, as we carefully plan each collection to avoid overcrowding and stress for the puppies.

Identification & Verification

- Upon collection, the buyer must present valid photo ID (e.g. passport or driving licence) to confirm identity and match reservation details.
- The puppy will only be released to the person named on the reservation unless prior written consent is given for someone else to collect.

Puppy Collection Location

- Puppies are collected from our home-based premises (address provided once pickup is confirmed).
- To protect our home and dogs, we may provide a designated outdoor area for collection or arrange to meet nearby if needed for biosecurity.

Transporting Your Puppy

- Buyers must ensure their vehicle is safe and secure for puppy transport:
 - A secure crate, seatbelt harness, or puppy-safe carrier is required.
 - Puppies should never be transported on laps or loose in the car.
- We recommend bringing:
 - A towel or blanket that smells like home,
 - Water, puppy pads, and cleaning supplies in case of accidents,
 - A second adult to assist with the journey, if possible.

Delivery Options

- In some cases, we may offer personal delivery of the puppy within a limited distance, subject to availability and a pre-agreed delivery fee.
- We do not use third-party couriers or pet transport services unless discussed and approved in writing.

- Delivery must be to the buyer's permanent residence and follow the same ID verification process.

Late Collection & Fees

- If the buyer is unable to collect their puppy on the scheduled date, we must be informed at least 72 hours in advance.
- Puppies can be held beyond the agreed collection date only at the breeder's discretion and may incur a daily boarding fee of £[insert amount] per day to cover food, care, and time.
- If the puppy is not collected within 7 days of the scheduled date, and no alternative arrangement is made, the puppy may be rehomed and the deposit forfeited.

Puppy Readiness Confirmation

- Puppies will only be released once they have passed a final vet check and are eating independently, well-socialised, and developmentally ready.
- If we feel a puppy needs additional time with the litter for health or behavioural reasons, the pick-up may be delayed. This is always done in the best interest of the puppy.

Weather & Travel Safety

- In cases of extreme weather (heatwaves, snow, storms), we may reschedule pick-up or delivery to ensure the puppy's safety during travel.
- Buyers are encouraged to plan their travel route in advance and avoid unnecessary delays, stops, or high-traffic times during transport.

Final Paperwork at Pickup

- At collection, buyers will receive:
 - A printed Puppy Pack,
 - Microchip details and vet records,
 - Feeding and care instructions,
 - Sales Contract and Health Guarantee (signed by both parties).